**Request for Information**

***Change Initiative Alpha Germany***

In order to commence the planning for the Alpha Germany initiative, CAS kindly requests the following information for risk-based analysis prior to audit fieldwork..

This information is requested in the planning phase of the audit to enable us to perform a risk-based analysis of the change initiative to better determine the overarching audit objective, scope and approach prior to the start of audit fieldwork.

1. Project Documentation   
- ServiceNow url/link for Alpha Germany    
- Original and current project objectives/scope with management approval   
- Quarterly budget tracking against €9.3M allocation (2024-2025)   
- Business case with cost-benefit assessment and NPV calculations   
- VCMB Soundingboard presentations/minutes 

 2. Governance & Organization   
- Current governance structure and reporting lines   
- SteerCo presentations from last two quarters including minutes   
- Documentation of architecture decisions and alignment with Enterprise Architect (Oliver Hummel)   
- Monthly risk manager meeting minutes   
- Project team role definitions and responsibilities   
   
3. Technical Implementation   
- Detailed implementation status of roadmap items 1-21   
- Chat/voicebot implementation plans (ID 16)   
- Mobile customer journey improvement documentation   
- System integration architecture   
- Service menu improvements documentation (ID 2)   
   
4. Risk & Compliance   
- Monthly risk manager evaluations (past quarter)   
- SPOC alignment documentation   
- Status updates on four identified delivery risks:   
  - Scope delivery risk (parallel processes)   
  - Budget delivery risk (customer behavior)   
  - Time delivery risk (cross-tribe dependencies)   
  - Quality delivery risk (requirements)   
- Latest ChIRA/RCSA assessments

- Management Identified Actions (MIAs):

- List of all open MIAs related to the project

- Status updates and due dates

- Evidence of actions taken

- Owner accountability documentation

- Regular progress reporting on MIAs to management

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5. Performance Metrics   
- Current status against defined KPIs:   
  - Contact frequency targets (0.34 for 2024, 0.20 for 2025)   
  - Chat adoption (5% to 70%)   
  - Chat deflection (30% to 75%)   
- Customer journey analytics   
- Manual support reduction metrics   
   
6. Dependencies & Integration   
- Celonis-Prism-Email analysis coordination   
- AB25-Projects dependency tracking   
- Cross-initiative handshake documentation   
- Customer Education Center implementation status   
- IVR waiting line personalization progress   
   
If any of the above are available in ServiceNow PPM or Azure, please provide direct links to ensure we review and assess the latest version for the correct change initiative. In case of questions, please contact the audit lead.

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